

COUNTY OF MATHEWS, VIRGINIA
REQUEST FOR PROPOSALS
PROJECT MANAGEMENT SERVICES
COUNTY-WIDE ENHANCED 9-1-1 SYSTEM

RFP # 2 – CO - 00

RFP ISSUED: FEBRUARY 14, 2000

PROPOSALS DUE: 4:30 p.m., Thursday, March 16, 2000

MATHEWS COUNTY ASSISTANT ADMINISTRATOR'S OFFICE

ROOM 203, COUNTY ADMINISTRATION BUILDING

COURT HOUSE SQUARE

STATE ROUTE 1001

(P.O. BOX 839)

MATHEWS, VIRGINIA 23109

TELEPHONE: (804) 725-4501

ENHANCED 9-1-1 SYSTEM PROJECT MANAGEMENT SERVICES

RFP #2 – CO - 00

GENERAL INFORMATION

Purpose: The purpose of this request for proposals (RFP) is to acquire professional service to administer all phases of development and implementation of a County-wide Enhanced 9-1-1 (E-911) Emergency Dispatch System.

The County of Mathews, Virginia seeks competitive negotiable proposals for professional services essential to the implementation of the system.

1. Proposals shall be for the comprehensive implementation and activation of a countywide E911 system.
2. The contractor will provide the management, coordination and administration of vendors and sub-contractors to achieve a “turn-key” E911 system, including but not limited to: mapping, address development, Public Safety Answering Point (PSAP) equipment, computer hardware and software, installation, training and maintenance from experienced, professionally qualified vendors.
3. Authorization: The Mathews County Board of Supervisors, the governing body of the County of Mathews, Virginia, has authorized this RFP.
4. Proposal Receipt: To be considered, twelve (12) copies of each proposal shall be received by the Mathews County Assistant Administrator’s Office by no later than 4:30 p.m., prevailing local time, Thursday, March 16, 2000. Shipping address: Room 203, County Administration Building, Court House Square, State Route 1001, Mathews, Virginia 23109. Mailing address: Mathews County Assistant Administrator’s Office, P.O. Box 839, Mathews, Virginia 23109. Proposals received after the aforementioned time and date shall not be considered. Proposals shall not be submitted by telefax machine.
5. Inquiries: Questions regarding this RFP shall be directed to Mr. Edward F. Smyth, Jr. Mathews County Assistant Administrator; telephone: (804) 725-4501.

BACKGROUND INFORMATION – MATHEWS COUNTY

Mathews County is situated on the eastern tip of Virginia’s Middle Peninsula, approximately 80 miles east of Richmond. It encompasses 88.7 square miles of land and has a population of approximately 9,200 people. The County comprises of 5,100 homes and about 11,325 land parcels. GTE is the only telephone company providing local service to the area and has 5,800 subscribers.

Mathews County is served by 1 law enforcement agency, 1 Volunteer Fire Department with 5 fire stations and 1 Volunteer Rescue Squad station. This system, which is operated by the Sheriff’s Office, receives and dispatches calls for law enforcement, fire and rescue services.

There is presently a conventional 9-1-1 Emergency Dispatch system in place at the Mathews County Sheriff's Office, Court House Square, Route 611, Mathews, Virginia.

There are approximately 200 miles of state maintained and private roads in the county. There is an ongoing process of road naming of both public and private roads throughout the county. The County expects to complete this project within 2 years of the contract signing.

SCOPE OF WORK

The required "scope of services" shall include, but shall not be limited to the following services and tasks:

Mapping & Addressing

1. Computerized mapping, compatible with Mathew County's GIS capabilities (ARC Info & ARC View). The layers shall be created using a 1:24,000 scale. The coverage will be arc/polygon coverage.
2. Hard Copy Aerial Photographs
3. Database Preparation
4. Address Maintenance
5. Coordination of Old/New Address System with the Telephone Company and the U.S. Postal Service
6. Computer Aided Dispatching
7. Public Information/Education
8. Citizen Notification of New Address
9. A Map and List of Unnamed Roads to be used by Mathews County during the Road Naming Process.
10. Preparation of a Master Street Address Guide (MSAG).

Ownership Rights, Mapping Accuracy & Topology

1. Ownership Rights to Data, Products and Documentation

The County of Mathews shall have all rights, title and interest in, or to all products, work plans, project reports, data and documentation developed under this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part, in any manner, and for any purpose, and the right to permit or prohibit any other person, including the contractor from doing so. To the extent the contractor may be deemed at any time to have any of the foregoing rights, the contractor agrees to irrevocably assign those rights to the County of Mathews.

2. Mapping Accuracy Specifications

The contractor shall adhere to the United States National Map Accuracy Standards by providing mapping products to meet horizontal and vertical accuracy standards for the scale of 1:24,000. This shall apply to the development of all layers of geographic information including all features depicted within each of the layers of geographic information including all features depicted within each layer.

3. Topology Specifications

The contractor is to ensure that digital vector databases developed for this project shall meet or exceed the following:

- Complete arc/node topology within each layer.
- Complete node-to-node topology for the delineation of all of polygons.
- Each graphic feature must be completely compiled within a single layer.
- Each layer must contain topologically complete features related to a specific theme (i.e.: all roads be compiled within layers according to a pre-determined functional classification such as primary, secondary, tertiary, trails and driveways.).
- Mixing of features or themes among layers must not be permitted.
- An established coordinate system must be employed in the creation of all layers of information.
- All related work must be accomplished by using double precision coordinate calculations.

Street Signs & Hardware

1. Street signs shall be of a size, material and finish to conform to the standards established by the Virginia Department of Transportation (VDOT).
2. Hardware to mount the street signs must conform to VDOT standards in size and finish.
3. Street signs must be mounted in such a manner as to be visible to all users, and in conformance with the VDOT standards.

Note: There may be special street signs and sign posts for the Court House Green.

ANI/ALI Customer Premises Equipment

1. There is Not presently an Enhanced 9-1-1 system in place.
2. The contractor shall be responsible for providing a complete E911 system providing Automatic Number Identification (ANI) and Automatic Location Identification (ALI). Responsibility shall include all Customer Premise Equipment (CPE), installation, maintenance and training needed to provide the County with a complete and fully operational system.
3. The contractor shall ensure that their installation and cutover plan of the new Enhanced 911 will not cause an interruption, deviation or degradation of the existing service.
4. Equipment shall be easily upgradeable for both hardware and software.

Because of the critical nature of emergency response services, the CPE, ANI/ALI Equipment must incorporate the following standard features:

Public Safety Answering Point (PSAP) Telecommunications Managers:

1. Zero down time (fault tolerant)
2. Economical cost for both equipment and maintenance
3. Expandability for future needs/requirements
4. Compatibility with various telephone and CAD systems
5. User friendly operation
6. Embedded management support
7. Provide system/operator performance statistics.

Dedicated Server & Work Stations

1. The server and workstations must be dedicated to all functions necessary for the uninterrupted operation of an E911 Emergency Dispatch System.
2. The equipment shall possess current technology at the time of commencement of operations by the County.
3. Equipment shall be easily upgradeable for both hardware and software.
4. E911 Server shall seamlessly interface with the Incident Reporting system in the Sheriff's Office.

E911 Call Takers/Dispatchers

1. Bright and clear ANI display
2. 34 or more transfer/autodial/remote print keys
3. 100 or more programmable speed-dial numbers
4. Distinctive/Selectable ring tone for E911 lines
5. Emergency call waiting queue
6. Adjustable transmit/receive levels
7. ANI/ALI store and recall
8. Built-in TDD (Telephone Device for the Deaf) call processing
9. Printer interface for TDD and/or desktop consoles

For the E911 Equipment Provider

1. High reliability
2. Ease of installation and maintenance
3. Remote maintenance (minimum on-site intervention)
4. Complete flexibility for specific user needs
5. Minimal inventory requirements

PORTABILITY

There exists the possibility that within the next 24 to 36 months, all of the operations connected with the Sheriff's Office will be relocating to a new location. All systems connected to the E911 Emergency Dispatch System shall be designed so that they can be easily and inexpensively relocated to a new facility. This design shall be such that there is no interruption to the emergency dispatching and response systems.

OPTIONAL Products or Services

The contractor may include any or all of the following options:

1. The addition of GPS Centerline Mapping. This option shall conform at a minimum to the specifications and standards established by the Virginia Department of Transportation (VDOT).
2. Individual and edge-matched digital orthophotographic quadrangle layers and digital County boundary layers in arc/polygon coverage, in a compatible format to integrate with Arc View 3.2 and the County's existing digital layers.
3. The addition of a "Reverse E911" citizen notification system for disaster or emergency messages.
4. Material, maintenance & installation costs for wood vs. metal street sign posts.
5. Systems:
 - a. Management Information System for the Emergency Dispatch Center
 - b. Intelligent ALI displays
6. Wireless ANI/ALI capturing system/modules
7. Ergonomic Dispatch Work Station
8. Identify any grant funding options that Mathews County is qualified to pursue through state or federal agencies, or through partnerships with public utilities or private business, that will reduce or eliminate the County's financial burden. Entering into any partnership or accepting other financial assistance shall not void any ownership rights of the County to any portion of the data developed to implement this system.

PROPOSAL FORMAT AND CONTENTS

Firms submitting a proposal shall provide the following information in the following format:

1. Title Page – Indicate the RFP title and number, the name of the firm, the firm's address, the firm's telephone number, the firm's contact person's name, and the date of the firm's proposal.
2. Page Size and Numbering – Proposals shall be submitted on pages not exceeding 8 ½ inches by 11 inches in size. Pages shall be consecutively numbered.
3. Shipping/Mailing Envelope – Note on the outside of the shipping/ mailing envelope the RFP title and number.
4. Letter of Transmittal – A statement of the firm's interest and its ability to comply with this RFP's specifications and to render the requested services in a timely and satisfactory manner. A person authorized to bind the firm's proposal shall sign the letter.

5. Independence of Firm – List and describe any business, investments or family relationships with the County of Mathews and County elected and appointed officials including the Board of Supervisors.
6. Qualifications of Firm:
 - a. Describe the firm’s prior experience managing the implementation of an Enhanced 9-1-1 system:
 - i. List by name and location at least three (3) local government clients with whom the firm has provided like or similar project management services in the last five (5) years. Include a contact period for each client listed.
 - ii. Provide the name, address and telephone number of a contact person for each client listed in Section 6.a.i. above.
 - b. List the names, addresses and telephone numbers of each subcontractor the Submitter intends to employ for the mapping and addressing services, and in the installation, and ongoing maintenance of the equipment. A complete resume of this service and installation agency shall be included to establish the competency of the subcontractor.
 - c. Describe your general approach to the work, and provide a tentative timetable or schedule
7. Additional Services and Information - List any additional services not required by this RFP’s specifications, which are provided by the firm and which would be important in fulfilling the firm’s role, and that includes all major components of the project.
8. Additional Information (Optional) - Provide any additional information deemed appropriate to document the firm’s ability to render the required services in a timely, efficient and cost-effective manner and/or to assist the County in its review and evaluation of the firm’s proposal.
9. Proposal Noncompliance - Indicate any RFP specifications and requirements with which the firm’s proposal does not comply.
10. Fee estimates shall be include all major plans or components of the work. Unit pricing may be cited for such items as street posts and signs. Fee quotations will be considered “non-binding” until a contract is executed. If your firm is selected for an interview, either formal or informal, please be prepared to discuss your estimated fees to provide services and schedule for payments. The County reserves the right to negotiate fees and contract terms in order to obtain the best possible scope of services at the least cost to the County.

PROPOSAL EVALUATION CRITERIA

1. These criteria are to be utilized in the evaluation of qualifications for development of the short list of those offerors to be considered for interviews and/or potential negotiations. Individual criteria may in all probability be assigned varying weights at the County's discretion to reflect relative importance. Information and/or factors gathered during interviews, negotiations and any reference checks, in addition to the evaluation criteria stated in the RFP, shall be utilized in the final award decision. References may or may not be reviewed or contacted at the discretion of the County. Typically, only references of the top ranked short listed offeror or offerors are contacted. The County reserves the

right to contact references other than, and/or in addition to, those furnished by an offeror and to inspect projects of said offeror both on-site and design. Furthermore, the County reserves the right to inspect the Contractor's physical facilities prior to award to satisfy questions regarding the Contractor's capabilities.

Criteria

1. Specific experience and quality of performance of the firm and personnel in projects of like or similar nature.
2. General experience of firm. Overall level of education and experience on small as well as large projects, especially in projects of like or similar nature. Among factors considered are level of experience of each offeror, their location and how many years they have worked together.
3. Qualifications of all personnel who will be assigned to and work on this project, including subcontractors and consultants.
4. Managerial capabilities:
 - a. Ability to manage several projects simultaneously including present and anticipated workloads and to meet time constraints.
 - b. Firm's approach to the project.
 - c. Ability to manage all phases for the project from conceptual planning and design to completion of construction.
5. Proposed schedule, timetable or completion date for design and construction document preparation services.
6. Demonstrated knowledge and understanding of local conditions and all pertinent codes and regulations.
7. Completeness, reasonableness and adequacy of firm's plan for accomplishing task.
8. References as to the quality of previous work, timeliness, diligence and ability to meet project budget and schedule.
9. The firm's prior work performed for the County and its quality and timeliness;
10. Geographical location of firm's office and personnel relative to the County.
11. At the discussion/interview stage with two or more offerors, non-binding estimates of costs including, but not limited to, price of services and the amount and quality of services provided relative to the non-binding fee estimate.

SELECTION PROCEDURE

1. Pursuant to "Procurement of professional services" in Section 11-37 of the Code of Virginia, 1950, as amended: "The public body shall engage in individual discussions with two or more offerors deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services. Repetitive informal interviews shall be permissible. The offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed project, as well as alternative concepts. ... At the discussion stage, the public body may discuss non-binding estimates of total project costs, including, but not limited to, life cycle costing, and where appropriate, non-binding estimates of price of services. Proprietary information from competing offerors shall not be disclosed to the public or to competitors. At the conclusion

of discussion, outlined in this subdivision, on the basis of evaluation factors published in the Request for Proposal and all information developed in the selection process to this point, the public body shall select in the order of preference two or more offerors whose professional qualifications and proposed services are deemed most meritorious. Negotiations shall then be conducted, beginning with the offeror ranked first. If a contract satisfactory and advantageous to the public body can be negotiated at a price considered fair and reasonable, the award shall be made to that offeror. Otherwise, negotiations with the offeror ranked first shall be formally terminated and negotiations conducted with the offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price. Shall the public body determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that offeror.”

2. Selection of the successful offeror, award of contract and completion of the scope of services outlined in this RFP are subject to availability of funds and the successful negotiation of a contract for services and prices for same.

MODIFICATION AND WITHDRAWAL OF PROPOSALS

Any proposal may be modified or withdrawn prior to the scheduled time and date for the receipt of proposals or authorized postponement thereof. No proposal may be withdrawn within ninety (90) days after the actual date of the receipt thereof.

NONDISCRIMINATION

1. In accordance with Section 11-51 of the Code of Virginia, 1950, as amended, every contract for goods or services over \$10,000 shall include the following provisions:
2. During the performance of a contract arising from this RFP, the selected Contractor agrees as follows:
 - a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
 - b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
 - d. The selected Contractor shall include the provisions of the foregoing paragraphs (a), (b) and (c) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
3. In the fulfillment of any contract arising from this RFP, the selected Contractor and his subcontractors shall comply with all applicable provisions of state and federal civil rights, employment and procurement statutes including the federal American With Disabilities Act (ADA).

ETHICS IN PUBLIC CONTRACTING AND NON-COLLUSION

By submitting a proposal, the selected Contractor acknowledges and certifies that its proposal is made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with its proposal and that it has not conferred on any public employee having official responsibility for this procurement transaction any payment, loan subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged. Furthermore, the selected Contractor acknowledges and certifies that it understands that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Government Bid Rigging Act, and Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences and civil damage awards.

COMPENSATION

1. Compensation shall be negotiated as permitted by and in conformance with the Section 11-37 of the Code of Virginia, 1950, as amended (Virginia Public Procurement Act). It is the intention of the County of Mathews to establish an all-inclusive fixed fee for the contracted scope of service.

CONTRACT

1. Term - It is the intention of the County of Mathews to enter into an annual contract with the selected consultant.
2. Any contract arising from this RFP may be amended upon the mutual written consent of both parties.
3. The County may terminate the contract upon providing the firm thirty (30) days written notice. Unless otherwise directed by the County, the firm shall complete any task or work in progress prior to termination of the contract. It is understood and agreed between the firm and the County of Mathews that the County shall be bound only to the extent that sufficient funds are appropriated by the Mathews County Board of Supervisors for each fiscal year of a contract arising from this RFP. Shall funds not be appropriated by the Board of Supervisors for the purpose of this RFP, it is understood by the firm that the balance of the work to be performed may be terminated.

OTHER CONDITIONS

1. No portion of this work or a contract arising from this RFP shall be sub-contracted without the prior written consent of the County of Mathews. The firm shall, however, remain fully liable and responsible for the work to be performed by any subcontractor (s) and shall assure compliance with and be responsible for the performance of the contract. The firm shall comply with all applicable local, state and federal statutes including, but not limited to, to Section 11-51 of the Code of Virginia, 1950, as amended, which applies to every contract of over \$10,000.

INSURANCE

1. The firm shall purchase and maintain in force, at its own expense, insurance of sufficient types and limits of liability, including errors and omissions, at the time a contract arising from this RFP commences to protect it and the County from claims arising from such contract. The firm shall furnish insurance(s) in satisfactory limits, and on forms and of companies which are acceptable to the County Attorney and/or Risk Management and shall require and show evidence of insurance coverages on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be performed under a contract arising from this RFP. The firm shall maintain these insurance coverages during the entire term of the contract and any extensions thereof.
2. All insurance coverages shall be provided by insurance companies authorized to sell insurance in the Commonwealth of Virginia by the Virginia State Corporation Commission. During the entire period in which a contract or any extension thereof is in effect the firm shall provide the County original Certificates of Insurance of said insurance coverages, naming the County as additional insured of the various policies. During the entire period of the contract, the County reserves the right at any time to require the firm to furnish copies of insurance policies for the coverages provided.

INDEMNIFICATION

1. The firm shall indemnify, defend, save and hold harmless the County, its officers, employees, agents and assigns from any and all claims, damages, liabilities and actions of any kind or nature, whether at law or in equity, arising from a contract arising from this RFP provided that such claims, damages, liabilities or actions are not directly attributable to the sole gross negligence of the County.
2. The firm shall indemnify, defend, save and hold harmless the County, its employees, agents and assigns with respect to all withholding, social security, unemployment compensation and all other taxes or amounts of any kind relating to employment of any of the persons providing services to the County under a contract arising from this RFP.
3. The firm shall not suffer the facilities or other properties of the County to become subject to any lien, charge or encumbrance whatsoever and shall indemnify and save and hold harmless the County against all such liens, charges or encumbrances, it being agreed that the firm shall have no authority, expressed or implied, to create any lien, charge or encumbrance without the expressed written permission of the County.

CONFIDENTIALITY

1. The firm agrees to protect the confidentiality of all information pertaining to any Mathews County department, agency, service, official, employee or agent for the duration of the contract and any extension thereof. Violation of confidentiality may result in the termination of a contract arising from this RFP.

AWARD

1. The County may award a contract to the Submitter demonstrating the most complete response and full compliance with all of these specifications, based on the County's judgment of the offering most suitable to its present and contemplated future equipment needs.
2. The County reserves the right to award based on any combination of factors as it determines to be in the best interests of the county and its residents.

PROPOSAL PREPARATION

1. The County will not be responsible for any costs incurred by the vendor in preparation and submitting its response.
2. Failure to provide adequate information to enable the County to evaluate the company, proposed subcontractors, proposed systems, and system features will be considered unresponsive, and may result in the elimination of the entire response from consideration.
3. The County will not rely solely on descriptive literature or product brochures. Each statement shall contain in written response from the Submitter. Statements such as Understood, Comply, or Not Comply shall set off each response.

STATE-OF-THE-ART

All hardware and software must be state-of-the-art at the time that the E911 system becomes accepted by the County.

MANUFACTURER'S GUARANTEE

1. Effective from the date of system acceptance, the manufacturer(s) shall furnish a minimum seven (7) year commitment for parts and inspection service of the manufacturer's equipment.
2. All proposed equipment must be currently and actively manufactured and supported by a financially stable enterprise.

INSTALLATION AND SUBCONTRACTORS

1. The prime contractor shall name a project manager who will have overall responsibility for all aspects of the project. This person will be available to the County at all times during the course of the project and available on-site as needed.
2. The contractor shall have a minimum of five (5) years experience dealing with public safety communications, in the installation and service of Enhanced 911 telecommunications systems.
3. The County reserves the right to reject any subcontractors. Shall a subcontractor be rejected the Submitter will be required to provide an acceptable alternate. Failure to provide acceptable subcontractors shall be cause for rejection of the proposal.
4. Shall a subcontractor fail to provide the established level of service and response; the primary contractor (vendor) must contract with another agency for these services in a timely manner.

Any additional costs associated with securing a competent subcontractor shall be the sole responsibility of the prime contractor (vendor).

DISPUTE RESOLUTION

Any disputes arising from a contract between the selected prime contractor and the County of Mathews that cannot be resolved between the two parties shall be resolved in the Circuit Court of Mathews County, Virginia.

NO CONTACT POLICY

Between the time and date established for receipt of proposals and the award of a contract arising from this RFP, any contact initiated by any firm or officer or employee thereof with any County representative, other than the Mathews County Assistant Administrator, concerning this request for proposals is prohibited. Any such unauthorized contact may result in the disqualification of the firm from this procurement transaction.

AUTHORIZATION

This Request for Proposals has been authorized by the Mathews County Board of Supervisors, the governing body of the County of Mathews, Virginia.

INFORMATION AND INQUIRIES

Additional copies of this Request for Proposals can be obtained by calling any assistant in the County Administrator's Office at (804) 725-7172 between the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday except holidays. Prior to the time and date established for receipt of proposals by the County, inquiries regarding explanations and interpretations of RFP contents and specifications shall be directed to the person noted below:

Edward F. Smyth, Jr.
Mathews County Assistant Administrator
P.O. Box 839
Mathews, Virginia 23109
Telephone: (804) 725-4501
Telefax: (804) 725-7805

County Administrator's Office Location and UPS Shipping Address:

Mathews County Assistant Administrator's Office
Room 203, County Administration Building
Court House Square
State Route 1001
Mathews, Virginia 23109